

Centers for Medicare & Medicaid Services

Special Open Door Forum:

New Medicare Card Project

Tuesday, February 6, 2018

2:00pm – 3:00pm Eastern Time

Conference Call Only

Please dial in at least 15 minutes prior to the start of the call

CMS's Office of Information Technology (OIT) will host a Special Open Door Forum (ODF) to allow State Medicaid agencies, Medicaid providers, Managed Care Organizations (MCOs), Medicaid partners and other Medicaid stakeholders an opportunity to learn more about and ask questions regarding CMS's approach towards changing the Social Security Number-based Health Insurance Claim Numbers (HICN) to the new Medicare Beneficiary Identifier (MBI). During this ODF we will cover the background of the New Medicare Card Project, the implementation of new Medicare numbers, the format of the new number, timeline & milestones, the transition period, outreach & education, and what you need to know to get ready for the new number.

For more information about the New Medicare Project, please visit our website:

<https://www.cms.gov/newcard>

Feedback and questions on the New Medicare Card Project can be sent to:

NewMedicareCardSSNRemoval@cms.hhs.gov

The Provider Ombudsman for the New Medicare Card serves as a CMS resource for the provider community. The Ombudsman will ensure that CMS hears and understands any implementation problems experienced by clinicians, hospitals, suppliers and other providers. Dr. Eugene Freund is serving in this position. He also communicates about the New Medicare Card to providers, and collaborates with CMS components to make them aware of any implementation problems that arise. To reach the Ombudsman, contact: NMCProviderQuestions@cms.hhs.gov.

We look forward to your participation.

Special Open Door Participation Instructions:

Participant Dial-In Number: 1-800-837-1935

Conference ID #: 8259057

Note: TTY Communications Relay Services are available for the Hearing Impaired. For TTY services dial 7-1-1 or 1-800-855-2880. A Relay Communications Assistant will help.

Encore: 1-855-859-2056; Conference ID: 8259057

Encore is an audio recording of this call that can be accessed by dialing 1-855-859-2056 and entering the Conference ID beginning 2 hours after the call has ended.

A transcript and audio recording of this Special ODF will be posted to the Special Open Door Forum website at <https://www.cms.gov/Outreach-and-Education/Outreach/OpenDoorForums/PodcastAndTranscripts.html> for downloading. This New Medicare Card Project presentation is the same as the one presented on November 9th, 2017; we know that many could not participate and we are offering again. If this time is not convenient, please click below for that call's transcript and audio recording: [Thursday, November 9, 2017 - Transcript & Audio File \(Zip File\) - New Medicare Card Project, Special Open Door Forum \(SODF\) \[ZIP, 11MB\]](#)

For automatic emails of Open Door Forum schedule updates (E-Mailing list subscriptions) and to view Frequently Asked Questions please visit our website at <http://www.cms.gov/OpenDoorForums/>.

Thank you for your interest in CMS Open Door Forums.